



BSO Tutorial for Tax Year 2009

Overview

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INTRODUCTION

Welcome to the Business Services Online (BSO) Tutorial. BSO is a suite of Internet services for businesses and employers who exchange information with the Social Security Administration (SSA). You can access BSO by pointing your browser to www.socialsecurity.gov/bso/bsowelcome.htm. You can also access BSO from the Employer Reporting Instructions & Information Home page at www.socialsecurity.gov/employer.

As a registered BSO user, you may be able to perform the following services (depending on the established role[s]):

- Submit W-2 wage files to SSA;
- Create, save, print, and submit Forms W-2 online;
- Create, save, print, and submit corrections to Forms W-2 online;
- View status, error, and notice information for previously submitted W-2 data;
- View status and error information for your company's employer reports;
- Acknowledge a notice from SSA requesting you to resubmit W-2 data;
- Request a 1-time, 15-day extension to resubmit W-2 data;
- Verify employee's names and Social Security Numbers (SSNs).

Note: To use BSO, your browser must be set to 128-bit encryption. If your browser does not support 128-bit encryption, refer to the Help information within your browser for specific instructions on how to upgrade to 128-bit encryption. If your workstation is JavaScript-disabled, a warning message will be displayed on the Login and Registration pages advising you to enable it. Certain types of messages, such as the time-out warning, cannot be displayed unless JavaScript is enabled.

PURPOSE OF THE TUTORIAL

This tutorial provides an introduction on how to use BSO. It is for employers and submitters who would like to explore the business services available through BSO.

The tutorial is divided into [seven sections](#) that can be viewed individually. The content of the tutorial is generic in nature and does not provide specific instructions for every possible use of BSO.

You will need Adobe's Acrobat Reader to view the tutorial. Acrobat Reader Version 5.0 or greater is recommended. If you do not have Acrobat Reader on your computer, you can select <http://www.adobe.com/products/acrobat/readstep2.html> to download a free copy of Acrobat Reader.

CONTENTS OF THE TUTORIAL

The tutorial contains the following seven sections:

1. OVERVIEW

Description: General information about the BSO application and tutorial as well as information for contacting BSO customer support staff and Employer Services Liaison Officers (ESLOs).

2. SUBMIT A WAGE FILE

Description: Service that allows you to upload Electronic Filing (EF) formatted data files. Please refer to the BSO User Handbook for Tax Year 2009 (TY09) for additional information on preparing the EF formatted data files. You may also upload a test file, resubmission data file, or reconciliation file.

3. W-2 ONLINE

Description: Service that allows you to create up to 20 Forms W-2 manually per session. You may print the Forms W-2 prior to submitting the wage data to SSA. The data file can be saved to your computer.

4. W-2C ONLINE

Description: Service that allows you to create up to 5 Forms W-2c manually per session. You may print the Forms W-2c prior to submitting the corrected wage data to SSA. The data file can be saved to your computer.

5. VIEW SUBMISSION STATUS/ERRORS/NOTICE INFORMATION

Description: Service that allows you to view the status of your submissions, submission errors, and notices online.

6. VIEW EMPLOYER REPORT STATUS/ERRORS/NOTICE INFORMATION

Description: Service that allows you to view the status of your reports, SSN/Name Validation notices, and error information for previously submitted data for your specific Employer Identification Number (EIN).

7. ACKNOWLEDGE RESUBMISSION NOTICE AND/OR REQUEST RESUBMISSION EXTENSION

Description: Service that allows you to acknowledge your resubmission notices online. You may also use this service to request a 1-time, 15-day extension online if you receive a request to resubmit your W-2 data.

TUTORIAL LINKS

The following files are available on the BSO Tutorial page:

- BSO Overview.pdf,
- Submit a Wage File.pdf,
- W2 Online.pdf,
- W2c Online.pdf,
- View Submission Status-Errors-Notices.pdf,
- View Employer Status-Errors-Notices.pdf, and
- Acknowledge Resubmission Notices and/or Request Resubmission Extension.pdf,

ADDITIONAL SUPPORT

If you require additional assistance, please contact our BSO customer support staff at 1-800-772-6270 (TDD/TTY 1-800-325-0778).

If you would like additional information, please call 1-800-772-6270 (TDD/TTY 1-800-325-0778) or send an e-mail to employerinfo@ssa.gov.